Merging 911 Calls in xT911

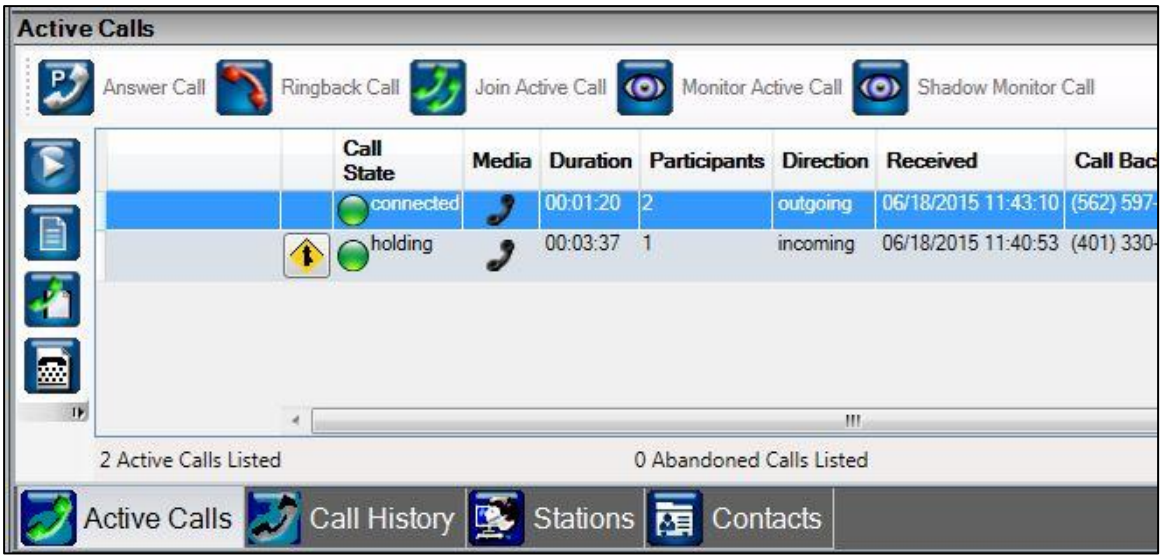
xT911 agents can merge a parked or held voice call with their currently active voice call. This is done via the **Merge** button that displays for parked and held calls in the **Active Calls** tab.

Both “911” and “Admin” type calls can be merged. If a parked or held call is displayed for an xT911 agent in **Active Calls**, then the agent is able to merge the parked/held call with their active voice call.

How to merge 911 calls in xT911

1. Place an active **Admin** call on hold or park.
2. Retrieve a **911 call** from Park making it the current active call.
3. In **Active Calls**, the **Merge** button will display next to the parked **Admin** call
4. To merge the calls, click the **Merge** button. In the **Call Manager**, the **Lines** section will display as “merging” for one or two seconds and then change to “connected.” All parties will then be participants on the call.

(***Note***: The active 911 must be merged with the parked admin call not the other way around)



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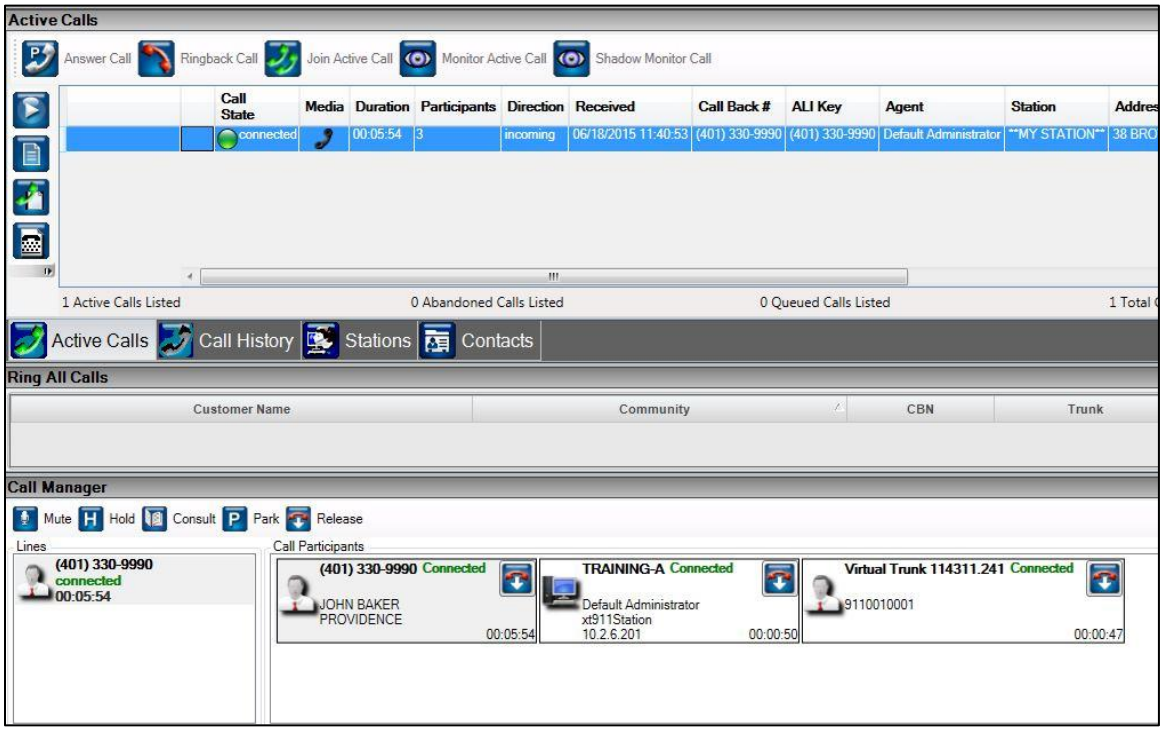
5. There is now only one call in **Active Calls**. The agent can either stay on the call or release the call, depending on the situation. If the agent releases the call, the other parties will remain connected.



When two calls are merged, the active call keeps all its call information, while the parked/held call is closed. The caller on the parked/held call is conferenced into the active call.

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